

**PROBLEMS MOSTLY COMPLAINED BY THE GUESTS AT ASTAGINA
RESORT VILLA AND SPA RESTAURANT AND WAITERS' LANGUAGE
EXPRESSIONS IN RESPONDING TO THE COMPLAINTS**

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ABSTRACT

This study focused on identifying the problems mostly complained by the guests and language expressions used by waiter/s in responding to the guest complaint at Astagina Resort Villa and Spa. The subjects were three waiter/s at Astagina Resort Villa and Spa. The instrument used in collecting in the data was an interview guide consisting about problems faced by the guests and the waiters' language expressions. After obtaining the data from the interview, it can be concluded that there were five problems mostly complained by the guests and there were fifteen types of language expressions used by the three waiter/s at Astagina Resort Villa and Spa.

Keywords: *Complaint, Language Expressions, Waiter/s.*

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ABSTRAK

Penelitian ini berfokus pada mengidentifikasi masalah yang sebagian besar dikeluhkan oleh para tamu dan ekspresi bahasa yang digunakan oleh pelayan dalam menanggapi keluhan tamu di Astagina Resort Villa and Spa. Subjek penelitian adalah tiga orang pelayan di Astagina Resort Villa and Spa. Instrumen yang digunakan dalam mengumpulkan data adalah panduan wawancara yang terdiri dari masalah yang dihadapi oleh para tamu dan ekspresi bahasa para pelayan. Setelah mendapatkan data dari wawancara, dapat disimpulkan bahwa ada lima masalah yang sebagian besar dikeluhkan oleh para tamu dan ada lima belas jenis ekspresi bahasa yang digunakan oleh tiga pelayan di Astagina Resort Villa and Spa.

Kata kunci: Keluhan, Ekspresi Bahasa, Pelayan.